

Welcome

Thank you for taking part in the Statewide Cultural & Linguistic Competency Survey Initiative.

You should be able to complete the survey in 10-15 minutes. Please consult the FAQ, which can be found on the Office of Cultural & Linguistic Competency Website at (<http://www.dbhds.virginia.gov/OHRDM-CLC.htm>), if you have any questions or problems with the survey.

Please click next to continue.

Purpose of the Survey

This survey is a part of a system wide (Central Office, CSBs, state facilities) cultural and linguistic competency organizational assessment effort conducted by the Department of Behavioral Health and Developmental Services, hereafter referred to as "the Department. Assessing the practices, structures, programs, and policies of individual organizations in our system is a necessary first step to plan for and incorporate cultural and linguistic competency within our organizations. The Department understands that achieving cultural and linguistic competency is a developmental process that occurs over an extended period of time. Organizations and individuals are at various levels of awareness, knowledge, and skill acquisition along the cultural and linguistic competency continuum. The results of this survey along with the broader assessment activities such as focus groups and demographic analysis will help Central Office, CSBs, and state facilities to:

- evaluate the degree to which our services are effectively addressing the preferences and needs of individuals in culturally and linguistically diverse groups;
- identify areas where the Department can provide support to improve access and utilization of services by individuals in culturally and linguistically diverse groups;
- plan for the systematic incorporation of culturally and linguistically competent policies, structures, and practices into program initiatives
- allocate personnel and fiscal resources to improve the quality of services that are culturally and linguistically competent; and;
- determine organizational and systemic strengths and areas for growth.

The end product will be a strategic statewide plan developed by the Office of Cultural and Linguistic Competence in collaboration with the Cultural and Linguistic Competency Steering Committee that includes clearly defined short-term and long-term goals, measurable objectives, identified fiscal and personnel resource needs, and identified individual and community partnerships. The results of this survey and the subsequent plan will be available on the Department's website.

Definitions of important words used in this survey

DEFINITIONS

Organizational Cultural Competency-means that organizations:

have a defined set of values and principles, and demonstrate behaviors, attitudes, policies, and structures that enable them to work effectively across cultures.
have the capacity to:

- (1) value diversity
- (2) conduct self-assessment
- (3) manage the dynamics of difference
- (4) acquire and institutionalize cultural knowledge
- (5) adapt to diversity and the cultural contexts of the communities they serve

and

incorporate the above in all aspects of policy making, administration, practice, and service delivery and involve systematically individuals receiving services, their families, advocacy groups, and other key stakeholders and communities.

Limited English Proficiency-

When an individual does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

Organizational Linguistic Competency-

The capacity of an organization and its personnel to communicate effectively and convey information in a manner that is easily understood by diverse audiences, including persons of limited English proficiency, those who have low literacy skills or are not literate, and individuals with disabilities. Linguistic competency requires organizational and provider capacity to respond effectively to the health literacy needs of populations served. Health literacy is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions. The organization must have policies, structures, practices, procedures, and dedicated resources to support this capacity.

Instructions

Before you begin, you will need to have access to various data on your workforce, use of interpreters, and the languages spoken by the individuals you serve. Please refer to the FAQ attached to the cover letter to see a list of the questions that you will be asked to answer in the survey. This will help you be prepared to complete the survey in one sitting. Once you have started, you will not be able to save your answers and return to it at a later time.

One completed survey is requested from each organization.

Please answer all the questions as thoroughly as possible.

The answers should be addressed from the perspective of the organization (Central Office, CSB, or state facility) rather than from a particular program or unit. Please feel free to send any supporting documents via email.

Leadership, Governance, Policy

*** 1. Is cultural competency addressed in your agency's strategic or comprehensive plan or policies?**

- ☐ Yes
- ☐ No
- ☐ Being developed

*** 2. Is linguistic competency addressed in your agency's strategic or comprehensive plan or policies?**

- ☐ Yes
- ☐ No
- ☐ Being developed

*** 3. Does your organization have a separate, more detailed, implementation plan for cultural and linguistic competency?**

- ☐ Yes
- ☐ No
- ☐ Being developed

*** 4. Does your organization have procedures or protocols for working with individuals with limited English proficiency, e.g. obtaining interpreters, document translation, etc?**

- ☐ Yes
- ☐ No
- ☐ Being developed
- ☐ Other (please specify)

5. Do you have any comments concerning your agency's leadership and policies as they relate to cultural and linguistic competency efforts?

Language Spoken Data

*** 6. What percent of all individuals served by your organization in FY2009 were individuals with limited English proficiency?**

- ☐ 10% or Less
- ☐ 11%-20%
- ☐ 21%-30%
- ☐ 31%-40%
- ☐ 41%-50%
- ☐ 51%-60%
- ☐ 61%-70%
- ☐ 71%-80%
- ☐ 81%-90%
- ☐ More than 90%
- ☐ Don't know

*** 7. This percentage is based on**

- ☐ Actual data
- ☐ Reasonable estimate
- ☐ Best guess
- ☐ Other (please specify)

*** 8. What percent of individuals served by your organization in FY2009 used an interpreter to communicate with your staff?**

- ☐ 10% or Less
- ☐ 11%-20%
- ☐ 21%-30%
- ☐ 31%-40%
- ☐ 41%-50%
- ☐ 51%-60%
- ☐ 61%-70%
- ☐ 71%-80%
- ☐ 81%-90%
- ☐ More than 90%
- ☐ Don't know

*** 9. This percentage is based on**

- ☐ Actual data
- ☐ Reasonable estimate
- ☐ Best guess
- ☐ Other (please specify)

10. How do you collect information on languages spoken by the individual receiving services?

- ☐ In narrative text
- ☐ From a check list of languages
- ☐ Don't collect specific language information
- ☐ Other (please specify)

*** 11. When does your organization identify an individual's primary spoken language?**

- ☐ At the time an appointment is set
- ☐ At the initial assessment
- ☐ At the time a service (other than initial assessment) is provided
- ☐ Other, or if language is not identified at your agency, please specify

*** 12. What question do you ask individuals about the languages they speak?
In other words, how do you elicit information from individuals about the languages they speak?**

- ☐ "What language do you speak?"
- ☐ "What language do you prefer to speak?"
- ☐ "What is your primary language?"
- ☐ "Do you need an interpreter?"
- ☐ Other (please specify)

☐ Amahrlic

☐ Arabic

☐ Bengali

☐ Chinese (Mandarin)

☐ Chinese (Cantonese)

☐ Farsi/Persian/Darl

☐ French

☐ German

☐ Hindustani

☐ Italian

☐ Japanese

☐ Korean

☐ Malay-Indonesian

☐ Portugese

☐ Russian

☐ Spanish

☐ Tagalog/Filipino

☐ Urdu

☐ Vietnamese

☐ Don't collect/don't know

☐ Others (please specify)

[illegible]

Workforce Development

*** 15. Does your organization include on-going cultural competency training in your staff training? For example, What is individual and organizational cultural competency or How to complete assessments using culturally appropriate principles.**

- ☐ Yes
- ☐ No
- ☐ In development

*** 16. Does your organization include on-going linguistic competency training in your staff training? For example, how to work with an interpreter or cross-cultural communication techniques.**

- ☐ Yes
- ☐ No
- ☐ In development

*** 17. What percentage of your direct care staff can provide services in a language other than English?**

- ☐ 10% or Less
- ☐ 11%-20%
- ☐ 21%-30%
- ☐ 31%-40%
- ☐ 41%-50%
- ☐ 51%-60%
- ☐ 61%-70%
- ☐ 71%-80%
- ☐ 81%-90%
- ☐ More than 90%
- ☐ Don't know

*** 18. What percentage of your bilingual/multilingual staff have been trained and/or certified to provide interpreting services?**

- ☐ 10% or Less
- ☐ 11%-20%
- ☐ 21%-30%
- ☐ 31%-40%
- ☐ 41%-50%
- ☐ 51%-60%
- ☐ 61%-70%
- ☐ 71%-80%
- ☐ 81%-90%
- ☐ More than 90%
- ☐ Don't know

*** 19. Has your organization identified any specific cultural training needs?**

- ☐ Yes
- ☐ No

If yes, what are they?

*** 20. Has your organization identified any specific linguistic training needs?**

- ☐ Yes
- ☐ No

If yes, what are they?

21. Do you have any comments on workforce development as it relates to cultural and linguistic competency?

Outreach/Community Engagement

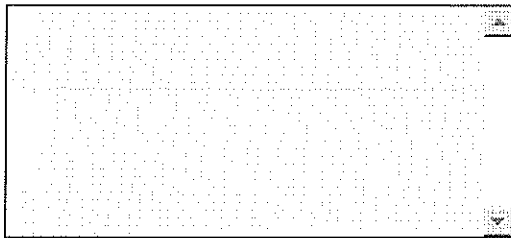
This information will be used to develop a resource guide for specific communities.

*** 22. Does your organization have any programs that target a specific cultural community?**

☐ Yes

☐ No

If yes, please give a short description

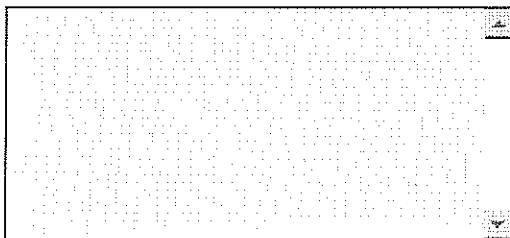


*** 23. Does your organization have any programs that target a specific linguistic community?**

☐ Yes

☐ No

If yes, please give a brief description

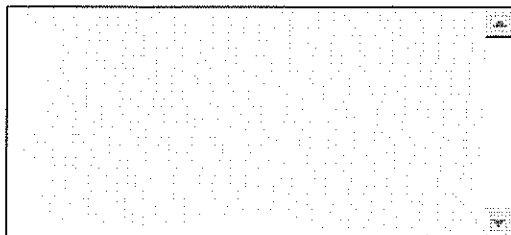


24. Are there organizations in your area that the Department should contact in order to catalog the various cultural or linguistic organizations providing behavioral health or developmental services in Virginia?

☐ Yes

☐ No

If yes, please provide organization and contact person



Pilot Feedback

This will help us develop the instructions for the formal rollout of this survey.

*** 25. Approximately how long did it take your agency to complete this survey?**

26. Did your agency encounter any challenges in completing this survey?

☐ Yes

☐ No

If yes, please explain

*** 27. Did you find that a specific position and/or department was best positioned to complete this survey?**

☐ Yes

☐ No

If yes, please explain

28. Any other comments about completing the survey?

*** 29. Please give your overall impression of this survey.**

30. Please give us any suggestions to improve this survey and/or process.

*** 31. Thank you very much for taking the time to complete this important survey.**

Please provide the following contact information below.

Name of Organization

Name of Person

Completing the Survey

Title of Person

Completing the Survey

Phone number

Email address

Name of Person

Responsible for

Multicultural/Diversity

Initiatives (If
applicable)

Phone Number

Email